



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES

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GOVERNOR

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Vision Statement

The North Carolina Division of Motor Vehicles (NC DMV) serves the citizens of our state by assuring that those who utilize the state's transportation highway infrastructure are qualified to do so, and the motor vehicles they use are safe and have minimal impact on the environment.

We understand the issuance of a NC Driver License is a critical component of the state's economy because it is often a key to citizens' ability to access education and job opportunities while being used as proof of identification in many business transactions.

Our mission obligates us to:

- promote safety and enforce the laws (particularly NCGS Chapter 20) that govern the privilege to operate and sell motor vehicles;
- assure the highest security, quality and integrity of data, credentials and documents we issue; and
- provide excellent customer service.

North Carolina's citizens continue to adopt the use of technology to simplify their lives and expect their government to deliver public services with the same level of efficiency and innovation offered in the private sector. NC DMV is committed to meeting this expectation by constantly evaluating service delivery through secure mobile and computer technology.

NC DMV aims to be a thought leader among our peers across the country. The Division will encourage teamwork and collaboration with external stakeholders such as other government entities, private industries, advocacy organizations and our state colleges and universities to identify best practices and new technologies. This will enhance our ability to make data driven decisions, improve our processes and develop better policies.

NC DMV is an innovative workplace where diversity is recognized, employees are valued and empowered to make sound, creative decisions.

The Division owns these responsibilities and relies on an experienced workforce to accomplish our mission. Therefore, we are committed to investing in our employees and engaging them in the strategic planning process to improve how we conduct business.

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